

NON-CUSTODIAL PARENT (NCP) EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD) FREQUENTLY ASKED QUESTIONS

Q: Why is EDD deducting money from my unemployment or state disability benefit payment?

A: The Department of Child Support Services has requested that a percentage of your benefit payment be withheld to satisfy a child support arrearage or delinquent current child support that is greater than \$150.00.

Q: The Internal Revenue Service and the Franchise Tax Board are already intercepting my tax returns. Why is EDD also deducting money from my unemployment or state disability benefit payment?

A: See above response.

Q: I have a hardship. How can I stop EDD from deducting money from my unemployment or state disability benefit payments?

A: You must contact the local child support agency and request that they take your hardship into consideration. If they choose to do so, they can exclude your benefits from intercept entirely or they can reduce the intercept percentage to a figure between 10% and 25%. EDD cannot make any of these adjustments without the proper authorization from the Department of Child Support Services.

Q: My child support arrears are paid in full. Why is EDD still deducting from my benefits?

A: You must contact the local child support agency and confirm your arrears are now current and your case is inactive. EDD cannot make any adjustments without the proper authorization from the Department of Child Support Services.

Q: My child is over the age of 18 and is no longer entitled to child support. Why is EDD still deducting from my benefits?

A: The Department of Child Support Services has requested that a percentage of your benefit payment be withheld to satisfy a child support arrearage that is greater than \$150.00.

Q: Why is EDD deducting money from my unemployment or state disability benefits that exceeds the court order?

A: You must contact the local child support agency and provide them with a copy of the court order indicating the amount. They can reduce the intercept percentage to a figure between 10% and 25%. EDD cannot make any of these adjustments without the proper authorization from the Department of Child Support Services.

Q: Why is EDD still deducting 25% from my benefits when the local child support agency agreed to reduce my EDD intercept percentage?

A: You must contact the local child support agency. EDD cannot make any adjustments without proper authorization from the Department of Child Support Services.

Q: What is the CSWN?

A: The CSWN is a Child Support Warning Notice that the Department of Child Support Services sends annually to all non-custodial parents who have an arrears balance. The CSWN provides information regarding the arrears balance and some of the various avenues that are available to assist in collecting the child support arrears. If you have any questions regarding this notice, please contact the local child support agency.

Q: Why is EDD deducting 25% from my benefits when the local child support agency said the percentage has been reduced?

A: You must contact the local child support agency and confirm that they previously reduced your EDD percentage. EDD cannot make a percentage adjustment without the proper authorization from the Department of Child Support Services.

Q: How long does it take for the EDD percentage reduction to become effective?

A: It could take up to two weeks from the date the local child support agency submits the reduction to the Department of Child Support Services.